

TABLE 1

I. List of Requirements

1. *Business* - Paid subscription service

1.1. Functions

- 1.1.1. HTML Link on *Business* Web Site to make an appointment
- 1.1.2. Retrieve *Internet Customer* scheduled appointments
- 1.1.3. Enter/edit/delete an appointment
- 1.1.4. Navigate through days, months, years with ease
- 1.1.5. Generate reports
- 1.1.6. Allow multiple concurrent users
- 1.1.7. Accessible from multiple locations
- 1.1.8. Platform Independent
- 1.1.9. Graphical view of appointments
- 1.1.10. Enter/edit/delete contact information
- 1.1.11. Client appointment reminders via email, pager, fax
- 1.1.12. Historical view of appointments by client
- 1.1.13. Fully customizable day start/end times
- 1.1.14. Multiple open/close times

1.2. Views

- 1.2.1. Week View
- 1.2.2. Month View
- 1.2.3. Day View
- 1.2.4. Appointment View
- 1.2.5. Contact Info View

1.3. System Constraints

- 1.3.1. Implemented as browser delivered Java Applet of less than 100k
- 1.3.2. Allowable data size per view is 10k or less
- 1.3.3. 2-3 second average combined data retrieval and view rendering time

2. Internet Customer Basic - Free Service

2.1. Functions

- 2.1.1. Make an appointment from a *Business* Web Site
- 2.1.2. Search for a particular *Business* or service in user's area from system's homepage
- 2.1.3. Retrieve a map of directions to appointment
- 2.1.4. Retrieve list of appointments

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- 2.1.5. Retrieve list of service providers indicating which subscribe to system

2.2. Views

- 2.2.1. Form to request an appointment/reservation from *Business's* Web Site
- 2.2.2. Appointment/reservation available form to make an appointment/reservation
- 2.2.3. Appointment/reservation time not available - alternate times available list
- 2.2.4. Confirmation screen
- 2.2.5. Search for *Business* or service provider by area
- 2.2.6. List of secondary service types
- 2.2.7. List of Service providers indicating which subscribe to system
- 2.2.8. List of appointments currently made and confirmed by system

2.3. Constraints

- 2.3.1. Implemented in HTML/JavaScript only
- 2.3.2. Must support ALL Web Browsers including Web TV

3. Internet Customer Premium - Free Service with Registration

3.1. Functions

- 3.1.1. Make an appointment from a *Business* Web Site**
- 3.1.2. Search for a particular *Business* or service in user's area from system's homepage**
- 3.1.3. Retrieve a map of directions to appointment**
- 3.1.4. Retrieve list of appointments**
- 3.1.5. Retrieve list of service providers indicating which subscribe to system**
- 3.1.6. Enter/edit/delete an appointment**
- 3.1.7. Navigate through days, months, years with ease**
- 3.1.8. Accessible from multiple locations**
- 3.1.9. Platform Independent**
- 3.1.10. Graphical view of appointments**
- 3.1.11. Enter/edit/delete *Business* contact information**
- 3.1.12. Request appointment reminders via email, pager, fax**

3.2. Views

- 3.2.1. Form to request an appointment/reservation from *Business*'s Web Site**
- 3.2.2. Appointment/reservation available form to make an appointment/reservation**
- 3.2.3. Appointment/reservation time not available - alternate times available list**
- 3.2.4. Confirmation screen**
- 3.2.5. Search for *Business* or service provider by area**
- 3.2.6. List of secondary service types**
- 3.2.7. List of Service providers indicating which subscribe to system**
- 3.2.8. Week View**
- 3.2.9. Month View**
- 3.2.10. Day View**
- 3.2.11. Appointment View**
- 3.2.12. *Business* Contact Info View**

3.3. Constraints

- 3.3.1. Implemented as browser delivered Java Applet of less than 75k**
- 3.3.2. Allowable data size per view is 5k or less**
- 3.3.3. 2-3 second average combined data retrieval and rendering time**



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Data Dictionary

BusinessCustomer – *Table* – contains information about the business that is using the application to make and maintain their appointments

BusinessCustomerID – *integer(10)* – primary key for BusinessCustomer Table

Name – *alphanumeric(50)* – name of BusinessCustomer

Street – *alphanumeric(50)* – street on which the business is located

Zip – *integer(5)* – foreign key to ZipCode Table - zip code of BusinessCustomer

ZipPlus4 – *integer(10)* - extended zip code of BusinessCustomer

Telephone – *integer(10)* – telephone number of BusinessCustomer

Telephone2 – *integer(10)* – second telephone number of BusinessCustomer

Fax – *integer(10)* – fax number of BusinessCustomer

Email – *alphanumeric(50)* – email address of BusinessCustomer

IPAddress – *alphanumeric(9)* – IP address of BusinessCustomer

DomainName – *alphanumeric(25)* – domain name of BusinessCustomer

BusinessTypeID – *integer(10)* – foreign key to BusinessType Table

BusinessGroupID – *integer(10)* – foreign key to BusinessGroup Table

FederalTaxID – *alphanumeric(9)* – federal tax ID of the BusinessCustomer

BillingCycleID – *integer(10)* – foreign key to BillingCycle Table

MethodOfPaymentID – *integer(10)* – foreign key to MethodOfPayment Table

Employee – *Table* – contains information about the employees associated with the businesses using the application

EmployeeID – *integer(10)* – primary key for Employee Table

EmployeeTypeID – *integer(10)* – foreign key to EmployeeType Table

LastName – *alphanumeric(25)* – last name of employee

FirstName – *alphanumeric(25)* – first name of employee

MiddleName – *alphanumeric(25)* – middle name of employee

SSN – *alphanumeric(9)* – social security number of employee

Street – *alphanumeric(50)* – street on which employee lives

Zip – *integer(5)* - foreign key to ZipCode Table – zip code of employee

ZipPlus4 – *integer(10)* - extended zip code of employee



Telephone – *integer(10)* – telephone number of employee
Telephone2 – *integer(10)* – second telephone number of employee
Fax – *integer(10)* – fax number of business
Email – *alphanumeric(50)* – email address of employee

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Appointment – *Table* – contains information about an appointment

AppointmentID – *integer(10)* – primary key for Appointment Table

Time – *time(6)* – time of appointment

Date – *date(8)* – date of appointment

BusinessID – *integer(10)* – foreign key to Business Table

EmployeeID – *integer(10)* – foreign key to Employee Table

InternetCustomerID – *integer(10)* – foreign key to InternetCustomer Table

NumberInParty – *integer(3)* – how many individuals the appointment is scheduled for

AppointmentTypeID – *integer(10)* – foreign key to AppointmentType Table

InternetCustomer – *Table* – contains information about the general user – fields required for a general user will vary depending on whether or not they are a member of the application's website or not

InternetCustomerID – *integer(10)* – primary key for InternetCustomer Table

InternetCustomerTypeID – *integer(10)* – foreign key for InternetCustomerType Table

LastName – *alphanumeric(25)* – last name of internet customer

FirstName – *alphanumeric(25)* – first name of internet customer

MiddleName – *alphanumeric(25)* – middle name of internet customer

SSN – *alphanumeric(9)* – social security number of internet customer

Street – *alphanumeric(50)* – street on which internet customer lives

Zip – *integer(5)* – foreign key to ZipCode Table – zip code of internet customer

ZipPlus4 – *integer(10)* – extended zip code of internet customer

Telephone – *integer(10)* – telephone number of internet customer

Telephone2 – *integer(10)* – second telephone number of internet customer

Fax – *integer(10)* – fax number of internet customer

Email – *alphanumeric(50)* – email address of internet customer

MethodOfDiscoveryID – *integer(10)* – foreign key to MethodOfDiscovery Table

DateOfFirstContact – *date(8)* – date that the internet customer first used this site to schedule an appointment

DateOfMostRecentContact – *date(8)* – the most recent date that the internet customer used this site to schedule an appointment

Notes – *alphanumeric(200)* – notes or comments about the internet customer



BusinessGroup – *Table* – contains information about the owner/owners of the business customer

BusinessGroupName – *alphanumeric(50)* – name of the individual, group, or company that owns the business



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BusinessEmployee – *Table* – join table between the BusinessCustomer and Employee Tables – an employee may work at more than one business (physicians working in several clinics, etc)

BusinessEmployeeID – *integer(10)* – primary key for BusinessEmployee Table

BusinessCustomerID – *integer(10)* – foreign key for BusinessCustomer Table

EmployeeID – *integer(10)* – foreign key for Employee Table

Category – *Table* – contains a list of possible business and employee categories

CategoryID – *integer(10)* – primary key for Category Table

Category – *alphanumeric(25)* – general description of business/employee (Restaurant, Physician, etc)

Specialty – *Table* – contains a list of possible business and employee specialties

SpecialtyID – *integer(10)* – primary key for Specialty Table

Specialty – *alphanumeric(25)* – specific description of business/employee (Muffler Shop, Podiatrist, etc)

SpecialtyDesc – *alphanumeric(100)* – detailed description of the specialty (A Podiatrist deals with problems associated with the feet)

BusinessType – *Table* – lists the category and all specialties associated with a business customer

BusinessTypeID – *integer(10)* – primary key for BusinessType Table

BusinessCustomerID – *integer(10)* – foreign key for BusinessCustomer Table

CategoryID – *integer(10)* – foreign key for Category Table

SpecialtyID – *integer(10)* – foreign key for Specialty Table

EmployeeType – *Table* – lists the category and all specialties associated with an employee



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EmployeeTypeID – *integer(10)* – primary key for EmployeeType Table

EmployeeID – *integer(10)* – foreign key for Employee Table

CategoryID – *integer(10)* – foreign key for EmployeeCategory Table

SpecialtyID – *integer(10)* – foreign key for EmployeeSpecialty Table

BusinessEmployeePassword – *Table* – contains the password of employees – depending on the employee's type (Manager, etc), the employee will be allowed to access various business features of the application

BusinessEmployeePasswordID – *integer(10)* – primary key for BusinessEmployeePasswordID Table

BusinessEmployeeID – *integer(10)* – foreign key for BusinessEmployee Table

BusinessEmployeePassword – *alphanumeric(8)* – employee's password

InternetCustomerType – *Table* – list of possible internet customer types

InternetCustomerTypeID – *integer(10)* – primary key for InternetCustomerType Table

InternetCustomerType – *alphanumeric(25)* – description of the type of user (member or non-member)

InternetCustomerPassword – *Table* – contains the password of internet customers – depending on the internet customer's type (member, etc), the internet customer will be allowed access to various features of the application

InternetCustomerPasswordID – *integer(10)* – primary key for InternetCustomerPassword Table

InternetCustomerID – *integer(10)* – foreign key for InternetCustomer Table

InternetCustomerPassword – *alphanumeric(8)* – internet customer's password

CreditCardType – *Table* – list of possible types of credit cards

CreditCardTypeID – *integer(10)* – primary key for the CreditCardType Table

CreditCardType – *alphanumeric(15)* – type of credit card (VISA,MC,etc)



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CustomerCreditCard – *Table* – this table links business and internet customers with their credit card information

CustomerCreditCardID – *integer(10)* – primary key for InternetCustomerCreditCard Table

InternetCustomerID – *integer(10)* – foreign key for InternetCustomer Table

BusinessCustomerID – *integer(10)* – foreign key for BusinessCustomer Table

CreditCardProviderTypeID – *integer(10)* – foreign key for CreditCardProviderType Table



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CreditCardProvider – *Table* – contains information about all of the various institutions which provide credit cards to the business and internet customers using this application

CreditCardProviderID – *integer(10)* – primary key for CreditCardProvider Table
ProviderName – *alphanumeric(25)* – name of the company that is providing the credit card
Street – *alphanumeric(50)* – street on which provier is located
Zip – *integer(5)* – foreign key to zip code table - zip code of the provider
ZipPlus4 – *integer(10)* – extended zip code of the provider
Telephone – *integer(10)* – telephone number of the provider
Telephone2 – *integer(10)* – second telephone number of the provider
Fax – *integer(10)* – fax number of the provider
Email – *alphanumeric(50)* – email address of the provider
CreditCardProviderTypeID – *integer(10)* – foreign key for the CreditCardProviderType Table

CreditCardProviderType – *Table* – links the credit card providers with the types of credit cards they offer (only contains the kinds of cards that business/internet customers using this application possess)

CreditCardProviderTypeID – *integer(10)* – primary key for the CreditCardProviderType Table
CreditCardProviderID – *integer(10)* – foreign key for the CreditCardProvider Table
CreditCardTypeID – *integer(10)* – foreign key for the CreditCardType Table

EmployeeSchedule – *Table* – contains the general work schedule of the employee (9 – 5 on 12-12-99)

EmployeeScheduleID – *integer(10)* – primary key for EmployeeSchedule Table
BusinessEmployeeID – *integer(10)* – foreign key for BusinessEmployee Table
Date – *date(8)* – month, day, and year that the start and end time correspond to
StartTime – *time(6)* – start time of the employee's schedule
EndTime – *time(6)* – end time of the employee's schedule

DayOfWeek – *Table* – contains the days of the week and their abbreviations



DayOfWeekID – *integer(02)* – primary key for DayOfWeek Table
DayName – *alphanumeric(9)* – day of the week (Monday, Tuesday, etc)
DayAbbreviation – *alphanumeric(5)* – abbreviation of the day of the week (Mon, Tues, etc)



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HoursOfOperation – *Table* – contains the range of times when appointments may be made for each business, based on the day of the week

HoursOfOperationID – *integer(10)* – primary key for HoursOfOperation Table

BusinessCustomerID – *integer(10)* – foreign key for BusinessCustomer Table

DayOfWeekID – *integer(02)* – foreign key for DayOfWeek Table

OpenTime – *time(6)* – time business begins taking appointments

CloseTime – *time(6)* – time business stops taking appointments

AppointmentType – *Table* – list of all possible types of appointments

AppointmentTypeID – *integer(10)* – primary key for AppointmentType Table

AppointmentType – *alphanumeric(25)* – brief description of the appointment (hair cut, oil change, etc)

DurationOfAppointment – *Table* – contains the length of time that a specific type of appointment will take for a particular business customer (Hair Cuts 'R Us, perm, 60 minutes)

DurationOfAppointmentID – *integer(10)* – primary key for DurationOfAppointment Table

BusinessCustomerID – *integer(10)* – foreign key for BusinessCustomer Table

AppointmentTypeID – *integer(10)* – foreign key for AppointmentType Table

NumOfMinutes – *integer(4)* – number of minutes to complete a specific type of appointment

MethodOfPayment – *Table* – lists all possible types of payment options for business use of the application

MethodOfPaymentID – *integer(10)* – primary key for MethodOfPayment Table

MethodOfPayment – *alphanumeric(20)* – type of payment used by business customer to pay for use and maintenance of application (credit card, automatic withdrawal, etc)



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BusinessCustomerAccount – *Table* – contains account information for business that choose a method of payment other than credit card

BusinessCustomerAccountID – *integer(10)* – primary key for BusinessCustomerAccount Table

BusinessCustomerID – *integer(10)* – foreign key to BusinessCustomer Table

AccountProviderID – *integer(10)* – foreign key to AccountProvider Table

AccountNumber – *integer(15)* – account number of account used to make payments for application

~~**AccountProvider** – *Table* – contains information about the institution where the account used to pay for the application is held~~

AccountProviderID – *integer(10)* – primary key for AccountProvider Table

ProviderName – *alphanumeric(25)* – name of the company where the account is held

Street – *alphanumeric(50)* – street on which provider is located

Zip – *integer(5)* – foreign key to ZipCode Table - zip code of the provider

ZipPlus4 – *integer(10)* – extended zip code of the provider

Telephone – *integer(10)* – telephone number of the provider

Telephone2 – *integer(10)* – second telephone number of the provider

Fax – *integer(10)* – fax number of the provider

Email – *alphanumeric(50)* – email address of the provider

BillingCycle – *Table* – list of possible billing days (1st of month, 15th of month, 30th of month, etc)

BillingCycleID – *integer(10)* – primary key for BillingCycle Table

BillingCycle – *integer(2)* – numeric value indicating which day of the month the business will be billed for use and maintenance of the application

AccountsReceivable – *Table* – contains the billing cycle for each business and the date that the bill was paid

AccountsReceivableID – *integer(10)* – primary key for AccountsReceivable Table

BusinessCustomerID – *integer(10)* – foreign key for BusinessCustomerID Table

BillingCycleID – *integer(10)* – foreign key for BillingCycle Table

DatePaid – *date(8)* – the date that the payment is received
